



Senthilkumar Palaniswamy

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Overview

Accomplished and result oriented professional with 18 years' experience in IT infrastructure, Network and System Administration, Security, ICT technical support, for Hospitality organizations in Maldives, Seychelles and UAE. Highly experienced in Pre-Opening, implementing Hospitality Management Applications, WIFI systems, delivering solutions, 24X7 on site operational support, maintenance of IT infrastructure, investigation and resolution of hardware and software issues. Microsoft Certified System Administrator (MCSA), experienced in maintaining Systems, Network equipment's health, proficient in technical support, project management, contingency & disaster recovery planning, ensuring a trouble free environment and business continuity. Successfully handled IT infrastructure planning, budgeting, procurement, vendor management, Original Equipment Manufacturers (OEMs).

Technical Competencies: Pre-Opening Implementation in Hospitality Management Applications Software

- PMS (Opera, Infor HMS, IDS Next, WinHMS, Wishnet, Maestro)
- Point Of Sale (Micros, IDS Next, WinHMS, Infrasy, Touche, Silverware)
- Back Office Accounting Systems (Sun System, IDS, WinHMS, Accapac)
- Purchasing & Store (Materials Control, Material Management Systems, Microsoft Navision)
- HR System (Paytrax, Sunfish, Office Space, Eagle, Oyasis)
- Engineering Systems (FCS e-connect systems, FCS Win suite & UBIS Systems, @yourwish)
- Backups & Antivirus (Acronis, iDrive, Veeam, AWS – Trendmicros, Norton, McAfee, Bitdefender, Symantec)
- Channel Managers (Rate gain)

Hardware

- Network (Huawei, HP, Avaya, Cisco, Zyxel, Dlink)
- Wi-Fi (Huawei, HP, Cisco, Avaya, Dlink, Zyxel, Engenius)
- PABX (Alactel, Avaya, Mitel, NEC)
- Firewalls (Cisco, Fortinet, SonicWALL, Juniper)
- CCTV (Samsung, HK Vision, Securtech)
- IPTV Systems (Palvision, Locatel, Mcom, Triax)
- Key card Control Systems (Onity, Miwa, Micros, Messerschmitt, Vingaurd, CISA),
- HSIA (Antlabs, Tiger TMS, Nomadix)
- Passport scanner system (Vicas, Red Berry)
- Server room setups, Servers, Desktops, Laptops, Routers, Centralized Printers.

Experience

Landmark Hotels & Suites, Dubai, UAE | Since Nov 2018 | Group IT Manager (Operation & Projects) | Reporting to the CFO Managing a IT team of 9 Number of users 650

- Managing IT operations for 9 branches (Dubai, Saudi, India), 13 restaurants (Dubai, Abu Dhabi, Sharjah), 1 real estate (Dubai) and 1 trading company (Congo). Managing and Monitoring VPN & Firewall for 24 sites, 450 Office 365 users and Cloud Backup systems.
- Manage IT team in the Group on day-to-day operations, planning, budgeting. Interact with vendors and service providers for all the Landmark Hotels IT requirements. Implementing and procuring IT hardware/ software, Licenses, Cloud Backup, Antivirus, HSIA Licenses.
- Up gradation of PMS, POS, accounting, payroll for all 9 hotels. Preparing and defining the project scope of work, financial plan, its goals and deliverable. Team allocation effectively and efficiently to ensure the budget and project plan objectives are met.

- Ensure resources availability and identifying the resources' requirement. Develop a detailed project plan to monitor and track progress. Managing all aspects of the project business plan and budget.
- Leading the operational, financial and technological aspects of projects based on timelines and work plans. Coordinating directly and indirectly with project staff to ensure successful completion of the project. Tracking project deliveries using project management tools. Managing the design of the project documents to monitor project performance and data stored.

Achievements at Landmark

- Set up the IT / ICT infrastructure for 3 Hotels in Dubai (preopening).
- Designed and implemented Fortinet Firewall VPN connectivity for 24 sites in the Group, Guest feedback Management Systems for 9 Hotels.
- Migrated from Cpanel Email Server to Office 365 for 450 users. Achieved 65% saving on group AMC contracts with software & Hardware costing, saved 30% on vendor cost.
- Upgraded Proper Hospitality WIFI systems (Huawei & Engenius) for 5 operational Hotels in OPEX module, reducing guest complaints by 95%.
- Implemented Cloud Backup system from Tape drive that reduced Hardware as well as Hardware maintenance cost by 100%.
- Converting to single ISP implementation saved internet cost of AED 145,000 yearly.
- Converting to centralize Printers department wise saved AED 85,000 per year.
- Converting to centralized Document Management systems saved almost AED60, 000 per year.

City Seasons Group of Hotels, Abu Dhabi, UAE | Sep 2014 to Nov 2018 | Group IT Manager (Operation & Projects) Reported to Group General Manager Managed a IT team of 13 Number of Users 700

- Managing IT Operations for 9 Hotels in Abu Dhabi, Al Ain, Dubai, Muscat. Direct and manage the overall implementation and support of the systems as well as preventive maintenance, monitoring and troubleshooting of all systems, LAN and WAN. Escalating problems to vendor.
- IT budgeting & IT Strategic planning in accordance to business needs of the Group, CAPEX and OPEX. Understand business requirement from network & security point of view and implement.
- Planning and executing the selection, installation, configuration, and testing of equipment. Defining network policies and procedures, establishing connections and firewalls.
- Troubleshooting network problems. Secures enterprise assets and reduces losses by determining network security and fraud management requirements.

Achievements at City Seasons Group

- Set up the IT / ICT infrastructure for 2 Hotels in Dubai (pre-opening). Designed and Implemented Juniper Firewall VPN Connectivity for 10 sites in the Group.
- Upgraded CCTV Security systems for 4 Hotels as per Abu Dhabi and Dubai government regulations. Implemented Guest feedback Management Systems for 9 Hotels.
- Replaced POS system for 9 Hotels with latest options within the approved budget.
- Centralized Accounting, Reservations and Payroll software as per group standards, saved AED 65,000 per year in licenses. 60% savings on Group AMC contracts of software & Hardware.
- Upgraded Proper Hospitality WIFI systems (Avaya & Zyxel) for 5 operational Hotels in OPEX module, reducing guest complaints by 95%.

Qasr Al Sarab Desert Resort by Anantara, Abu Dhabi, UAE | Aug 2013 to Sep 2014 | IT Manager (Operation) Reported to General Manager Managed a IT Team of 2 Number of users 190 (2 Hotels)

- Implement IT continuous improvement programs. Lead IT asset management team to ensure assets full lifetime cycle value is achieved. Manage strategic relationships with key IT product and service providers. Provide in depth technical expertise for both tactical and operational initiatives.
- Set up centralized Payroll & Training systems, accounting system and Reservations system was implemented with required IT infrastructure. Preventive maintenance was improved by 80%.
- IPTV Systems was upgraded with more options, so guest could utilize it – This increased F&B revenue. Ensure system performance and SLA's are met. Manage IT resource requirements to ensure appropriate balance between tactical and strategic demands.
- Provision in close cooperation with third party service provider an IT infrastructure that is suitable for the group standard to access and use their business applications.

Dusit Thani Maldives, Republic of Maldives | Sep 2011 to Aug 2013 | IT Manager (Pre-Opening & Operation) - Reported to General Manager Number of users 105 (1 Hotel)

- Lead and manage IT projects, including the design and deployment of IT systems and services. Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
- Create processes and standards for selection, implementation, and support of systems. Provide direction, guidance, and training to IT staff/ vendors as per group standards.
- Troubleshoot hardware and software issues related to internal IT and make sure there is no downtime in operations.

Anantara Kihavah Villas, Republic of Maldives | Mar 2010 to Sep 2011 | IT Manager (Pre-Opening & Operation) - Reported to General Manager Number of users 95 (1 Hotel)

- Oversee IT operations and supervise systems and IT staff/ Vendors. Work on areas of Operations Efficiency for improved application stability. Streamlined incident management.
- Deliver productivity through optimal resource utilization. Automated testing practices. Experience in implementation of integration of different Enterprise systems.
- Develop strategy relating to the organization's IT infrastructure (computer and information systems, security, communication systems) architecture, and processes.
- Develop, manage, and track the IT department's annual budget. Consult senior-level stakeholders across the entire organization to identify business and technology needs and to optimize the use of information technology. Ensure smooth delivery of IT services by monitoring systems performance.

Lily Beach Resort & Spa, Republic of Maldives | Feb 2009 to Mar 2010 | IT Manager (Pre-Opening & Operation) Reported to General Manager Number of users 70 (1 Hotel)

- Manages, trains, coaches and mentors team members. Provide visible leadership, articulate strategies and plans for the execution of IT projects. This includes leading project innovations and efforts. Host team meetings, task management, cost estimations, adhering to project timelines, resource allocation, work prioritization, and project management.
- Monitor and maintain appropriate Service Levels (SLAs) for all IT support requests. Oversees the required need of hardware and software license and support agreements. Manages all required documentation, as well as reporting and provides delivery according to standards.

Labriz Silhouette Resort & Spa, Republic of Seychelles | July 2007 to Jan 2009 | IT Manager (Operation) Reported to Financial Controller Managed a IT team of 2 - Number of users 128 (1 Hotel & 1 Retail outlet).

- Lead IT projects, including the design and deployment of new IT systems and services. Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Analyse business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.

Certification: Microsoft Certified System Administrator (MCSA)-2006

Education

- Diploma in Computer Engineering (1 Year) C M S Institute – 1999
- B.Sc. Computer Science (3 Years) from Bharathiar University – 1998

Declaration

I hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

Senthilkumar Palaniswamy